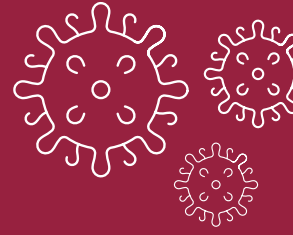




4

COVID-19 – Domestic and Family Violence Protections



This infosheet gives tenants information about the protections for people experiencing domestic and family violence (DFV) that will remain in place until 31 December 2020.

This Infosheet has some hard words. The first time we write a hard word it will be in **bold** and we will write what this word means. You can also find a list of these words and what they mean in the ‘Glossary of Terms’.

Here are some examples and answers to questions you might have if you are experiencing domestic and family violence at this time.



I am experiencing domestic and family violence. What can I do?



- ✓ You can let the landlord or property manager know that you want to leave the property because of domestic and family violence
- ✓ You will have to provide some information to support this, such as a letter from a doctor or social worker
- ✓ You can leave immediately
- ✓ You will only have to pay one weeks’ rent
- ✓ You don’t have to pay the landlord extra costs to find new tenants
- ✓ You are not responsible for any damage that has been caused by domestic violence
- ✓ You can apply for your bond refund after you have returned the key to the landlord and the exit report is done
- ✓ If you want to stay, you can change the locks without asking your landlord or property manager first.



What kind of proof or evidence do I have to show of domestic and family violence?



Your evidence will be kept private. You can show it but you don't have to give the landlord a copy of it.

Evidence could be:

- a legal document which helps keep you safe, like a protection order
- a letter from your doctor or social worker about your situation.



I need to end my tenancy because of domestic violence?



7 days

Give your landlord or property manager 7 days notice

Give your landlord or property manager a **Notice of intention to leave** (Form 13) or **Notice of intention to leave** (Form R13) if you live in rooming accommodation.



A notice of intention to leave is a form you give to your landlord or property manager when you want to move out of the place you live. You can get this form on the Residential Tenancies Authority (RTA) website, or give the RTA a call.



Provide proof of domestic or family violence, using one of the examples above.

If your landlord or property manager doesn't accept your notice to end your tenancy, you can put in an urgent application to the Queensland Civil and Administrative Tribunal (QCAT) to end your tenancy.



I want to stay in my own house.
What can I do?



You can change the locks without asking the landlord or property manager first but you will need to tell them within a week and give them a copy of the key.

You will also need to make sure you get a qualified tradesperson to put in the new locks.




Help or support


If you need help or support for domestic and family violence issues, you can contact:

Emergency Response


 000 (24/7)


DVConnect Womensline

 1800 811 811 (24/7)


 <https://www.dvconnect.org/womensline>


DVConnect Mensline

 1800 600 636
(9am to 12am, 7 days)


 <https://www.dvconnect.org/mensline>

Elder Abuse Helpline

 1300 651 192
(9am to 5pm weekdays)


 <https://www.communities.qld.gov.au/campaign/we-can-all-help-stop-elder-abuse/get-help-make-it-stop/elder-abuse-helpline>

Sexual Assault Helpline

 1800 010 120
(7.30am to 11.30pm, 7 days)


 <https://www.dvconnect.org/sexual-assault-help>

1800 RESPECT

 1800 737 732 (24/7)

 <https://www.180orespect.org.au>

Policelink

 131 444 (24/7)

 <https://www.police.qld.gov.au/units/policelink-131-444>

**For tenancy issues contact:
Queensland Statewide Tenancy Advice
and Referral Service (QSTARS)**

 1300 744 263

Residential Tenancies Authority (RTA)

 1300 366 311